Aspire All-in-one Computer User's Manual

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Aspire All-in-one Computer
Covers: All-in-one models (non-touch)
This revision: June 2017

Sign up for an Acer ID and enable Acer Remote Files

Open the Acer Portal from the *Start* screen to sign up for an Acer ID or sign in if you already have an Acer ID.

There are three great reason for you to get an Acer ID:

- Remotely access your PC from your other devices with our free Acer Remote Files app
- Get the latest offers and product information
- Register your device for warranty service

For more information please visit the AcerCloud website:
www.acer.com/acercloud

Important

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Model number: _____
Serial number: _____
Date of purchase: _____
Place of purchase: _____

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Getting started...

In this section you will find:

- Useful information on caring for your computer and your health
- How to create recovery backups
- Guidelines for connecting to a network
- Information on using Acer's bundled software

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FIRST THINGS FIRST

We would like to thank you for making this Acer desktop computer your choice for meeting your computing needs.

Your guides

To help you use your Acer desktop computer, we have designed a set of guides:

First off, the **Setup Guide** (or **Setup Poster)** helps you get started with setting up your computer.

The **Quick Guide** introduces you to the basic features and functions of your new computer. For more on how your computer can help you to be more productive, please refer to the **User's Manual**. This guide contains detailed information on such subjects as system utilities, data recovery, expansion options and troubleshooting.

To download the **User's Manual**, you must first be connected to the internet. Open **Acer Care Center** from the desktop and click on the link under *Support*. The link will open the Acer Service & Support webpage. Scroll down to *Drivers and Manuals* and search for your model by entering the serial number, SNID, or product model. You may also download and install the Acer identification tool that will automatically detect this information and allow you to copy it to the clipboard. Once you have found your product model, select **Documents** and select your language to download the **User's Manual**.

Basic care and tips for using your computer

Turning your computer off

To turn the power off, do any of the following:

- Use the Windows shutdown command: Press the *Windows key* or select the *Windows Start button*, select **Power** > **Shut down**.
- Right-click the *Windows Start button* > **Shut down or sign out** > **Shut down**.

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If you need to power down the computer for a short while, but don't want to completely shut it down, you can put it to *Sleep* by doing any of the following:

- Press the power button.
- Press the sleep hotkey <cross-ref to keyboard section>.
- Press the *Windows key* or select the *Windows Start button*, select **Power** > **Sleep**.
- Right-click the *Windows Start button* > **Shut down or sign out** > **Sleep**.

Note

If you cannot power off the computer normally, press and hold the power button for more than four seconds to shut down the computer. If you turn off the computer and want to turn it on again, wait at least two seconds before powering up.

Taking care of your computer

Your computer will serve you well if you take care of it.

- Do not expose the computer to direct sunlight. Do not place it near sources of heat, such as a radiator.
- Do not expose the computer to temperatures below 0º C (32º F) or above 50º C (122º F).
- Do not subject the computer to magnetic fields.
- Do not expose the computer to rain or moisture.
- Do not spill water or any liquid on the computer.
- Do not subject the computer to heavy shock or vibration.
- Do not expose the computer to dust or dirt.
- Never place objects on top of the computer.
- Do not slam the computer display when you close it.
- Never place the computer on uneven surfaces.

Power cord information

Here are some ways to take care of your power cord:

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- Do not step on the power cord or place heavy objects on top of it. Route the power cord and any cables away from where people walk.
- When unplugging the power cord, do not pull on the cord itself but pull on the plug.
- The total ampere ratings of the equipment plugged in should not exceed the ampere rating of the cord if you are using an extension cord. Also, the total current rating of all equipment plugged into a single wall outlet should not exceed the fuse rating.

Cleaning and servicing

When cleaning the computer, follow these steps:

1. Turn off the computer.
2. Use a soft, moist cloth. Do not use liquid or aerosol cleaners.

If your computer is dropped or visibly damaged, or does not work normally, please contact your nearest authorized Acer service center. For more information, please **See Frequently asked questions on page 30**.

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CONNECTING TO THE INTERNET

This chapter includes general information on types of connections, and getting connected to the internet. Some of this information may not apply to your computer. For detailed information, please refer to **Network connections on page 58**.

Your computer's built-in network features make it easy for you to connect your computer to the internet using a cable or a wireless connection.

First though, in order to connect to the internet, you'll need to sign up for internet services from an ISP (Internet Service Provider) -- usually a phone or cable company -- that will have to go to your home or office to set up internet service. The ISP will install a small box, a router or modem, that will allow you to connect to the internet.

Connecting to a wireless network

Connecting to a wireless LAN

A wireless LAN (or WLAN) is a *wireless local area network*, which can link two or more computers without using wires. Once connected to WLAN, you can access the internet. You can also share files, other devices, and even your internet connection itself.

Warning

Using wireless devices while flying in aircraft may be prohibited. All wireless devices must be switched off before boarding an aircraft and during take-off, as they may be dangerous to the operation of the aircraft, disrupt communications, and even be illegal. You may turn on your computer's wireless devices only when informed that it is safe to do so by the cabin crew.

Your computer's wireless connection is turned on by default and Windows will detect and display a list of available networks during setup. Select your network and enter the password if required.

Acer notebook computers feature an *Airplane mode* hotkey that turns the network connection on or off. You can use the network

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management options to turn your wireless network on/off or control what is shared over the network.

To connect to a wireless network, please follow the steps below.

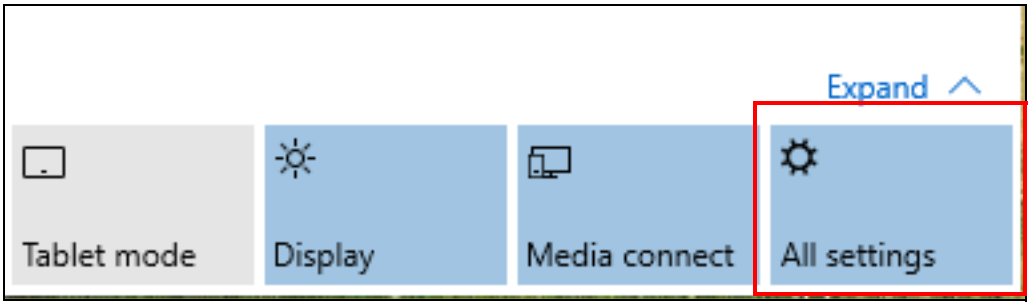
1. Ensure you have a wireless router/access point and current internet connection through the ISP of your choice. Make a note of the wireless network's name and password (if necessary). If you are trying to connect to a public network (such as at a coffeeshop), make sure you have the wireless network's name.

Note

Please refer to your ISP or router documentation for details on connecting to the internet.

2. In the icon tray in the lower right-hand corner of the screen, select the *Notifications* icon to open the *Notifications* pane.

3. Select **All settings**.



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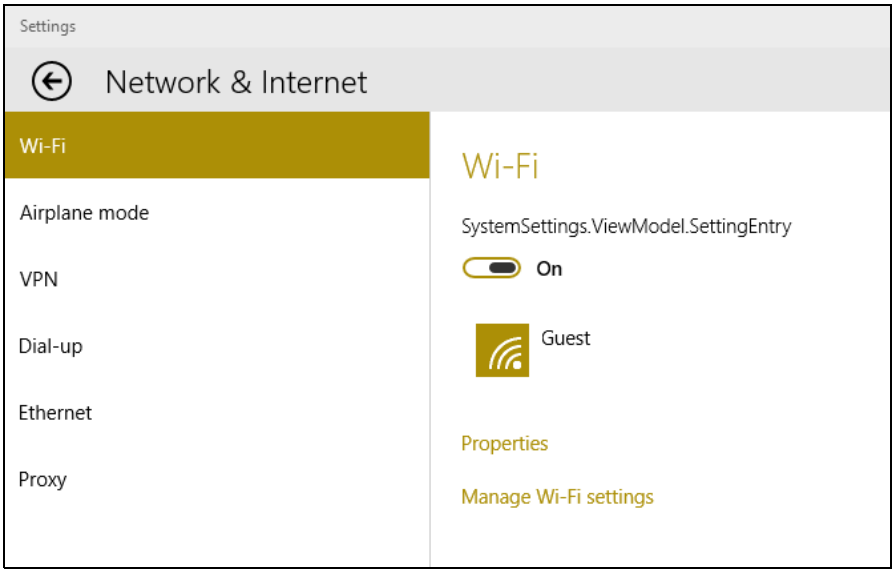
4. Select **Network & internet**.

5. You will see a list of available wireless networks. Select the one you wish to use.



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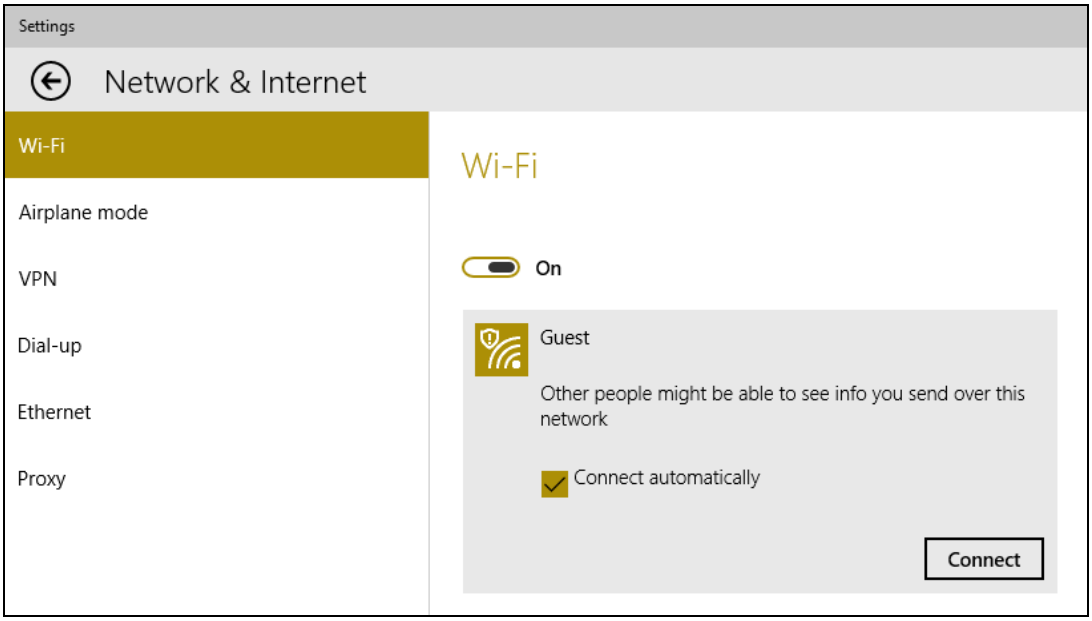
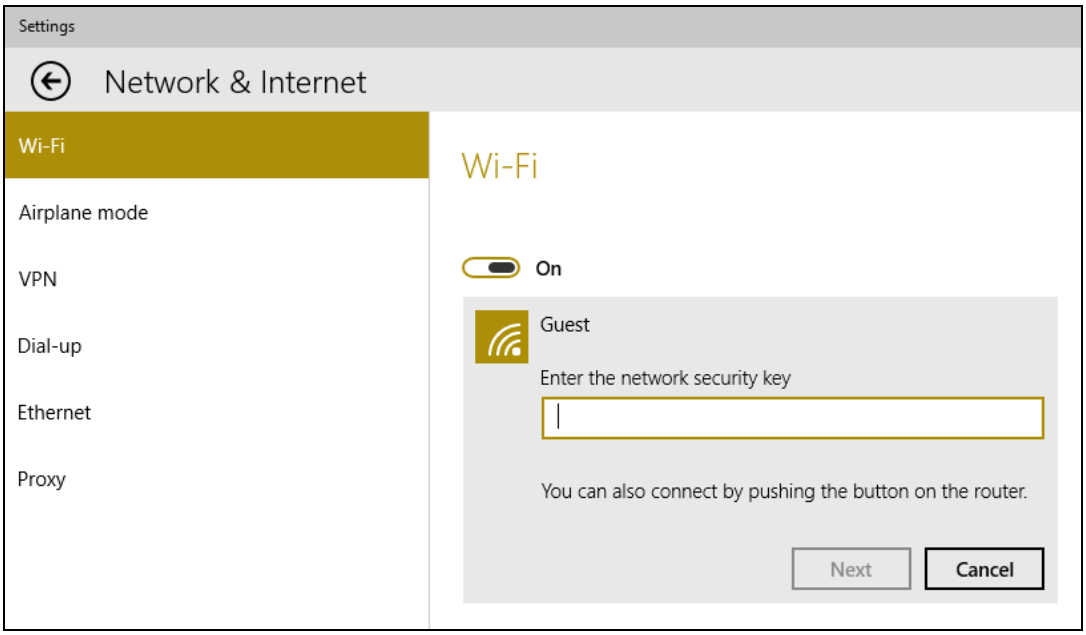
6. Once you select a wireless network, select **Connect**.



7. If required, enter the network's password.



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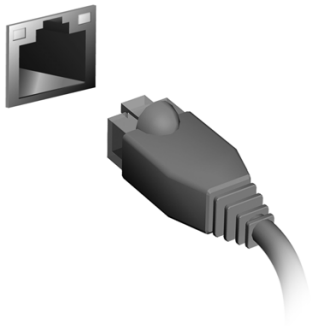
Connecting with a cable

Built-in network feature

Plug one end of a network cable into the network port on your computer, and the other end into a port on your router. (Refer to the image below.) Then, you'll be ready to get online.



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Keeping your computer and data safe...

In this section you will find:

- How to secure your computer
- Setting passwords

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BIOS UTILITY

The BIOS utility is a hardware configuration program built into your computer's BIOS.

Your computer is already properly configured and optimized, and you do not normally need to run this utility. However, if you encounter configuration problems, you may need to run it.

To activate the BIOS utility, press <**F2**> while the computer logo is being displayed.

Boot sequence

To set the boot sequence in the BIOS utility, activate the BIOS utility, then select **Boot** from the categories listed on the left of the screen.

Setting passwords

To set a password on boot, activate the BIOS utility, then select **Security** from the categories listed on the left of the screen.

Find **Set Supervisor Password** and enter a password to enable this feature. Once you have entered a password for this feature, you may then enable/disable **Password on Boot**.

Remember to select <**F10**> to properly save and exit the BIOS utility when you are done making changes.

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SECURING YOUR COMPUTER

Your computer is a valuable investment that you need to take care of. Learn how to protect and take care of your computer.

Using passwords

Passwords protect your computer from unauthorized access. Setting these passwords creates several different levels of protection for your computer and data:

- Supervisor Password prevents unauthorized entry into the BIOS utility. Once set, you must enter this password to gain access to the BIOS utility. **See Setting passwords on page 14**.
- User Password secures your computer against unauthorized use. Combine the use of this password with password checkpoints on boot-up and resume from Hibernation (if available) for maximum security.
- Password on Boot secures your computer against unauthorized use. Combine the use of this password with password checkpoints on boot-up and resume from Hibernation (if available) for maximum security.

Important

Do not forget your Supervisor Password! If you forget your password, please get in touch with your dealer or an authorized service center.

Entering passwords

When a password is set, a password prompt appears in the center of the display screen.

- When the Supervisor Password is set, a prompt appears when you enter the BIOS utility.
- Type the Supervisor Password and press <**Enter**> to access the BIOS utility. If you enter the password incorrectly, a warning message appears. Try again and press <**Enter**>.
- When the User Password is set and the password on boot parameter is enabled, a prompt appears at boot-up.

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- Type the User Password and press <**Enter**> to use the computer. If you enter the password incorrectly, a warning message appears. Try again and press <**Enter**>.

Important

You have three chances to enter a password. If you fail to enter the password correctly after three tries, the system halts. Press and hold the power button for four seconds to shut down the computer. Then turn on the computer again, and try again.

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POWER MANAGEMENT

This computer has a built-in power management unit that monitors system activity. System activity refers to any activity involving one or more of the following devices: keyboard, mouse, hard disk, peripherals connected to the computer, and video memory. If no activity is detected for a period of time, the computer stops some or all of these devices in order to conserve energy.

Saving power

Disable Fast startup

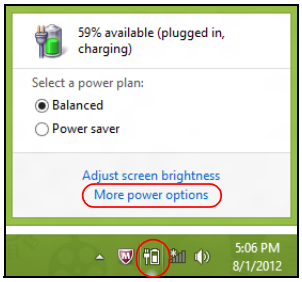
Your computer uses Fast startup to start quickly, but also uses a small amount of power to check for signals to start. These checks will slowly drain your computer's battery.

If you prefer to reduce your computer's power requirements and environmental impact, turn off Fast startup:

Note

If Fast startup is off, your computer will take longer to start from Sleep. Your computer will also not start if it receives an instruction to start over a network (Wake on LAN).

1. Open the desktop.
2. Click **Power Options** in the Notification area.
3. Select **More Power Options**.
4. Select **Choose what the power buttons do**.



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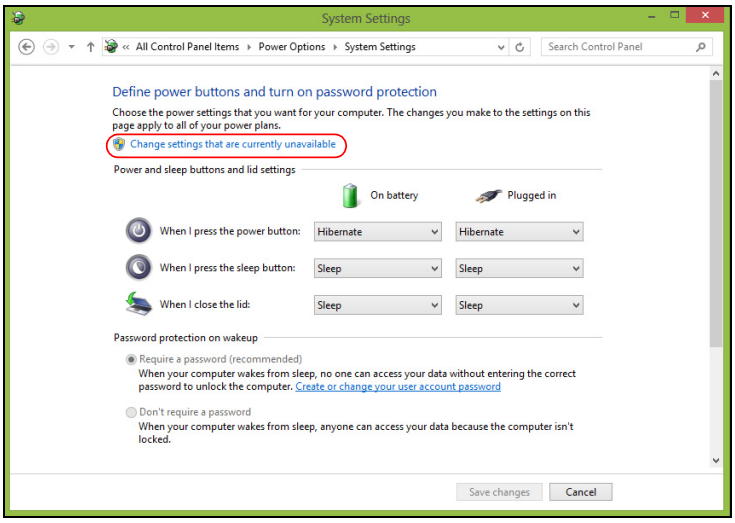
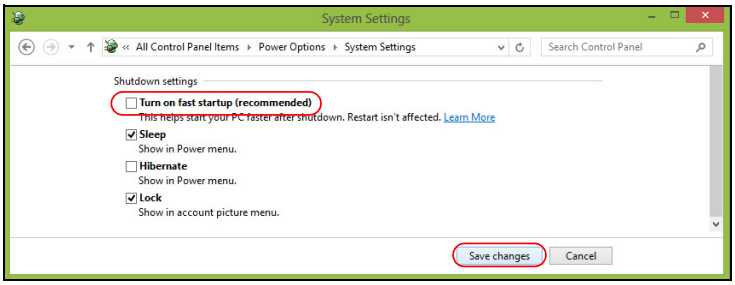
5. Select **Change settings that are currently unavailable**.


System Settings
All Control Panel Items ▸ Power Options ▸ System Settings
Search Control Panel
Define power buttons and turn on password protection
Choose the power settings that you want for your computer. The changes you make to the settings on this page apply to all of your power plans.
Change settings that are currently unavailable
Power and sleep buttons and lid settings
On battery
Plugged in
When I press the power button:
Hibernate
Hibernate
When I press the sleep button:
Sleep
Sleep
When I close the lid:
Sleep
Sleep
Password protection on wakeup
Require a password (recommended)
When your computer wakes from sleep, no one can access your data without entering the correct password to unlock the computer. Create or change your user account password
Don't require a password
When your computer wakes from sleep, anyone can access your data because the computer isn't locked.
Save changes
Cancel

6. Scroll down and disable **Turn on fast startup.**



7. Select **Save changes**.

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Ports and connectors...

In this section you will find:

- Information on the ports and connectors fitted to your computer

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PORTS AND CONNECTORS

The tables below indicate what the different icons represent.

Note
The ports and connectors listed below may not be available on all models.

Icon	Item	Icon	Item
	Power button		Optical drive
	Microphone jack		Card reader
	Speaker or headphone jack		S/PDIF port
	USB port		Line-in jack
	RJ-45 Ethernet connector		HDMI port
	Line-out / speaker-out jack		Network / hard disk drive indicators
	Kensington lock slot	DP	DisplayPort
	DC-in jack		Webcam
	Shutdown pinhole		Audio combo-jack

Information on USB 3.0

- USB 3.0 compatible ports are blue.
- Compatible with USB 3.0 and earlier devices.
- For optimal performance, use USB 3.0-certified devices.

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- Defined by the USB 3.0 specification (SuperSpeed USB).

Rear panel audio ports

The table below indicates the functions of the audio jacks on the rear panel (if available).

Icon color	Headset	Stereo	Quadrophonic	5.1-channel
Blue			Rear	Rear
Green	Headset	Front	Front	Front
Blue	Mic-in	Mic-in	Mic-in	Center/ woofer

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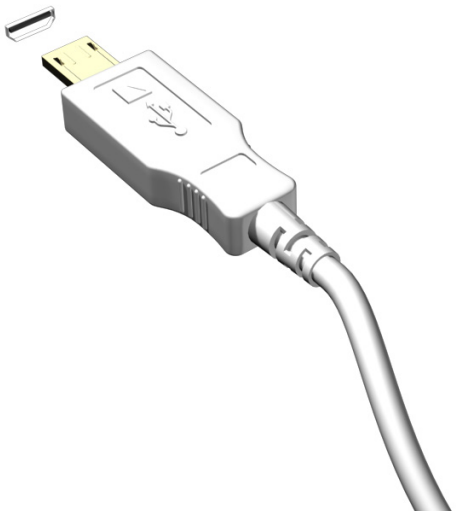
MICRO USB

The USB (Universal Serial Bus) port is a high-speed serial bus which allows you to connect USB peripherals without taking up system resources.

The Micro USB port provides a compact port that is compatible with USB 2.0 devices.



Note

A Micro USB-to-USB adapter is needed to connect to USB devices that use a full-sized connector. The adapter is only included with some models. If your computer is not supplied with one, you will need to purchase one separately.

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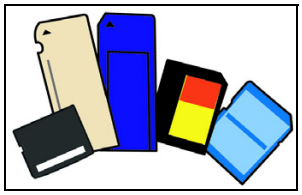
MEMORY CARD READER

Connectivity options

Your computer has a card reader and other ports/jacks that allow you to connect peripheral devices to your computer. For instructions on how to connect different external devices to the computer, read the following section.

Memory card reader

Memory cards are used in a wide selection of digital cameras, PDAs, MP3 players and mobile phones.



Inserting a memory card

1. Align the card so that the connector points towards the port, with the connectors facing down.
2. Carefully slide the card into the port. If you find you need to use any force to insert the card, try reorientating the card slightly.
3. Push the card until it clicks into place. A few millimetres of the card will extend from beyond the slot.

   If the card contains some files, the *Windows Auto Play* window may appear (this depends on the contents of the card) and ask you if you wish to use a program to access the contents of the card. Select an option here if it is appropriate, otherwise select **Cancel**. If the card contains no files, or unknown files, a window will open showing the contents of the card.

SD, SDHC and SDXC cards

Different types of SD cards cover different capacities, while using the same overall design. SD cards contain up to 4 GB; SDHC cards contain up to 32 GB; and SDXC cards can contain up to 2048 GB

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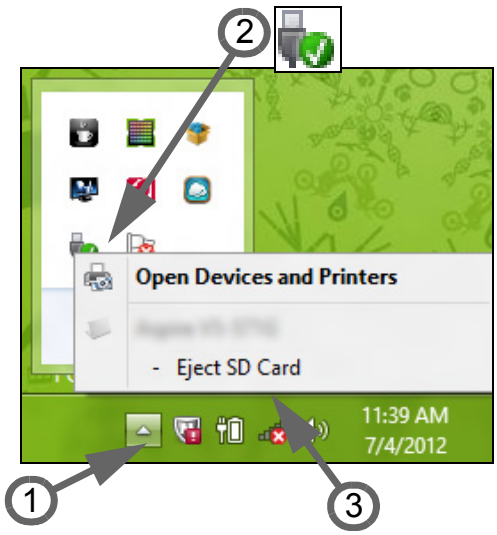
(2 TB). Your computer provides an SDHC or SDXC compatible card reader.

Note

SDXC memory cards can only be used in an SDXC-compatible reader; SD and SDHC cards can be used in either type.

Removing a card from a memory card reader

1. Click on **Show hidden icons** arrow in the *Notification Area* (next to the clock).
2. Click on the **Safely Remove Hardware** icon.
3. Click on **Eject SD Card** (or the name of the device).
4. Wait until a *Safe to Remove Hardware* message is displayed.
5. Remove the card.



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VIDEO AND AUDIO CONNECTORS

Connect to a monitor with a VGA or DVI port (the type of connection supported depends on your computer's configuration). The appropriate cable is usually included with the monitor.

Follow these steps to connect an monitor to your computer:

1. Check that the computer is powered off and the monitor power switch is turned off.
2. Attach the video cable to the monitor port on the computer. Secure the cable connection with the screws provided.
3. Connect the monitor power cable and plug it into a properly grounded wall outlet.
4. Follow any setup instructions in the monitor's user's guide.
5. Turn on power to the monitor, then the computer.
6. Make sure that the current resolution and refresh rate do not exceed the specifications of the monitor. If necessary change the display settings used by the computer.

Note

*To access the display controls, press the Windows key (⊞) + W, type "Display" and then click on **Display**.*

Headphones and microphone

These ports allow you to connect audio devices. Use the headphone port to plug in stereo headphones or powered speakers. Plugging an audio device to the headphone port disables the built-in speakers. Use the microphone port to connect an external microphone for mono recording; plugging in an external microphone disables the built-in microphone.

Note

Some computers have a single "combo" port that allows you to use single-pin headsets with a built-in microphone. These headsets are most commonly used with smartphones.

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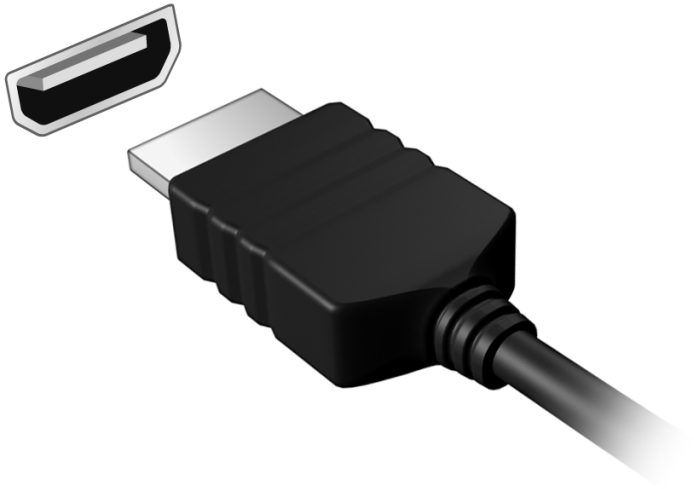
HDMI

HDMI (High-Definition Multimedia Interface) is a high-quality, digital audio/video interface. HDMI allows you to connect any compatible digital audio/video source, such as your computer, a set-top box, DVD player, and audio/video receiver to any compatible digital audio and/or video monitor, such as a digital television (DTV) with a single cable.

The single cable keeps everything neat and tidy while ensuring easy connection and the best audio and visual quality.



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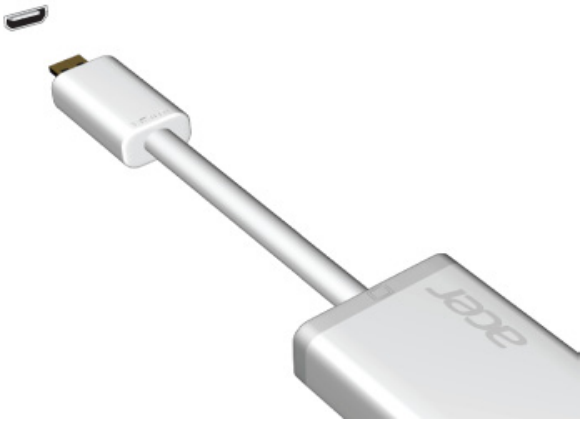
HDMI MICRO

HDMI (High-Definition Multimedia Interface) is a high-quality, digital audio/video interface. HDMI allows you to connect any compatible digital audio/video source, such as your computer, a set-top box, DVD player, and audio/video receiver to any compatible digital audio and/or video monitor, such as a digital television (DTV) with a single cable.

The single cable keeps everything neat and tidy while ensuring easy connection and the best audio and visual quality.

HDMI Micro delivers the same high-quality playback as standard HDMI, with a slimmer connector, ideal for use in slim-and-light notebooks and tablet computers.



Note

An HDMI Micro-to-HDMI adapter is included with certain models.

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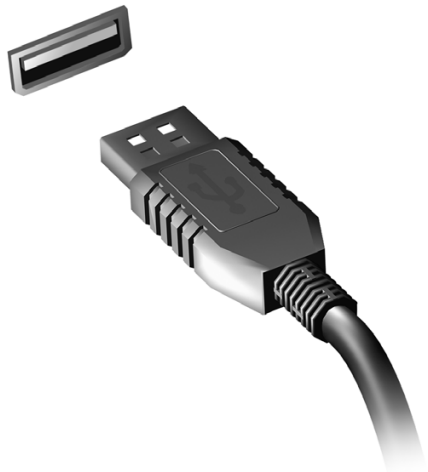
UNIVERSAL SERIAL BUS (USB)

The USB port is a high-speed port which allows you to connect USB peripherals, such as a mouse, an external keyboard, additional storage (external hard disks), or any other compatible device.



Note

Two USB standards are currently available on Acer computers: USB 2.0 (High-speed USB) and USB 3.0 (SuperSpeed USB). USB 2.0 ports on Acer computers have a black tongue in the port, while USB 3.0 ports have a blue tongue. For best performance, USB 3.0 devices should always be plugged into USB 3.0 ports. Consult your device's documentation to see which standard it supports.

You can also charge devices such as tablets, smartphones, or other devices through a USB port. Some USB 3.0 ports support charging devices when the computer is in Hibernate or turned off. Additionally, you can use a USB hub to connect multiple devices to a single USB port.

Important

When removing a USB storage device, you should right-click on the USB icon in the Windows task bar and select "Eject <device>" to tell the operating system to stop using the device before removing it. Failure to do this may result in data loss or damage to your peripheral.

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Got a question?

In this section you will find:

- Frequently asked questions
- Tips for using Windows 10
- Troubleshooting information
- How to protect yourself while online
- Where to find Acer service center contact information

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FREQUENTLY ASKED QUESTIONS

The following is a list of possible situations that may arise during the use of your computer. Easy solutions are provided for each one.

I turned on the power, but the computer does not start or boot up.

Look at the power indicator:

- If it is not lit, no power is being supplied to the computer. Check the following:
  - If you are using on the battery, it may be low and unable to power the computer. Connect the AC adapter to recharge the battery pack. You may need to wait a few minutes before trying to turn your computer on again.
  - Make sure that the AC adapter is properly plugged into the computer and to the power outlet.
- If it is lit, check the following:
  - Is a disc in the optical drive? Remove it and press <**Ctrl**> + <**Alt**> + <**Del**> to restart the system.
  - Do you have a USB storage device (USB drive or smartphone) plugged into your computer? Unplug it and press <**Ctrl**> + <**Alt**> + <**Del**> to restart the system.

Nothing appears on the screen.

The computer's power management system automatically blanks the screen to save power. Press any key to turn the display back on.

If pressing a key does not turn the display back on, three things might be the cause:

- The brightness level might be too low. Press <**Fn**> + <▷> (increase) to adjust the brightness level.
- The display device might be set to an external monitor. Press the display toggle hotkey to toggle the display back to the computer.
- If the power LED is flashing, the computer may be in Sleep or Hibernate mode. Press and release the power button to resume.

No audio is heard from the computer.

Check the following:

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- The volume may be muted. Look at the volume control (speaker) icon in the taskbar. If it is crossed-out, click the icon and deselect the **Mute all** option.
- The volume level may be too low. Check the volume from the volume control (speaker) icon in the taskbar. You can also use the volume control hotkeys to adjust the volume.
- If headphones, earphones or external speakers are connected to the headphone jack on the computer, the internal speakers automatically turn off.

I want to eject the optical drive tray without turning on the power.

There is a mechanical eject hole on the optical drive. Simply insert the tip of a pen or straightened-out paperclip into the hole and push to eject the tray.

The keyboard does not respond.

Try attaching an external keyboard to a USB port on the computer. If it works, contact your dealer or an authorized service center as the internal keyboard cable may be loose.

The printer does not work.

Check the following:

- Make sure that the printer is connected to a power outlet and that it is turned on.
- Make sure that the printer cable is connected securely to a USB port and the corresponding port on the printer.

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I want to restore my computer to its original settings.

Note

If your system is the multilingual version, the operating system and language you choose when you first turn on the system will be the only option for future recovery operations.

This recovery process helps you restore the C: drive with the original software content that is installed when you purchased your computer.

Warning

Your C: drive will be reformatted and all data will be erased. It is important to back up all data files before using this option.

Before performing a restore operation, please check the BIOS settings.

1. Check to see if **Acer disk-to-disk recovery** is enabled or not.
2. Make sure the **D2D Recovery** setting in **Main** is **Enabled**.
3. Exit the BIOS utility and save changes. The system will reboot.

Note

*To activate the BIOS utility, press <**F2**> when you see the Acer logo during boot up.*

Requesting service

International Travelers Warranty (ITW)

Your computer is backed by an International Travelers Warranty (ITW) that gives you security and peace of mind when traveling. An ITW passport came with your computer and contains all you need to know about the ITW program. A list of available, authorized service centers is in this handy booklet. Read this passport thoroughly.

Always have your ITW passport on hand, especially when you travel, to receive the benefits from our support centers. Attach your proof-of-purchase to the ITW passport.

If the country you are traveling in does not have an Acer-authorized ITW service site, you can still get in contact with our offices worldwide. Please visit **www.acer.com**.

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Before you call

Please have the following information available when you call Acer for online service, and please be at your computer when you call. With your support, we can reduce the amount of time a call takes and help solve your problems efficiently. If there are error messages or beeps reported by your computer, write them down as they appear on the screen (or the number and sequence in the case of beeps).

You are required to provide the following information:

Name: _____

Address: _____

Telephone number: _____

Machine and model type: _____

Serial number: _____

Date of purchase: _____

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Tips and hints for using Windows 10

We know this is a new operating system that will take some getting used to, so we've created a few pointers to help you get started.

How do I get to *Start*?

Press the Windows key or select the *Windows Start button* on the lower left-hand corner of the screen.

Where's the Start button?

The Start button will appear in the desktop taskbar. Selecting it will open *Start* where you can launch apps.

How do I see all of my apps?

Press the Windows key or select the *Windows Start button* and select **All apps** to show a list of installed apps on the computer.

How do I turn off my computer?

Press the Windows key or select the *Windows Start button* and select the power icon > **Shut down**. You can also turn off the computer by right-clicking the *Windows Start button* > **Shut down or sign out** > **Shut down**.

Can I turn off notifications?

You can turn off notifications so that you can leave your computer running, but not be disturbed by notifications.

Press the Windows key or select the *Windows Start button* and select **Settings** > **System** > **Notifications & actions**. From here you can enable/disable notifications for all of your apps or choose which apps to enable/disable.

How do I unlock my computer?

Press the space bar and select a user account icon to unlock the computer. If your account has a password set, you will need to enter the password to continue.

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Can I personalize the Lock screen?

You can personalize the lock screen with a different image, to run a slideshow of images, or to show you quick status and notifications to suit your personal needs.

To change the background, press the Windows key or select the *Windows Start button* and select **Settings** > **Personalization**. From here you can:

- Select a background image for the lock screen
- Turn the *Slide show* on or off
- Select lock screen apps.

How do I set up the lock screen slideshow?

1. Press the Windows key or select the *Windows Start button* and select **Settings** > **Personalization**.
2. Under Background, select *Slideshow*.
3. Select **Add a folder** and open the folder you wish to use (your *Pictures* folder will open by default). Select **Choose this folder** to add the folder to the lock screen slideshow.
4. Select a folder and select **Remove** to remove the folder from the lock screen slideshow.
5. Change the other settings to suit your needs.

How do I move tiles?

Select a tile and drag it to the place on *Start* that you want it to appear. Other tiles will be moved to accommodate the tile in its new location.

Can I arrange tiles in groups?

Yes, you can. Select an existing tile and drag the tile to arrange *Start* to your liking. Right-click on an app and select **Pin to Start** to create a new group on *Start*. From here, you can drag the tile to an existing group on *Start*. You can give the group(s) a name and arrange the tiles within the groups to suit your needs.

Can I make tiles bigger or smaller?

Yes, you can. Right-click on a tile and select **Resize**. Select a size from the menu that appears.

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Can I change the screen resolution?

Yes, you can. Move your cursor to the lower left-hand corner of the screen and type 'Control Panel' in the text box to display the results; select **Control Panel** > **Adjust screen resolution**. Alternatively, you can also right-click anywhere on the desktop and select **Screen resolution**.

How do I set the alarm?

Your computer can act as an alarm clock. Search ’Alarms’ and then select **Alarms**.

1. Select a name for the alarm.
2. Set the time by choosing the hour and minute.
3. Select AM or PM.
4. Choose which days the alarm should go off.
5. Select the sound notification.
6. Select the snooze time.
7. Save the alarm by selecting the *Save* icon in the bottom right-hand corner.

Note

The alarm will only sound if your computer is awake at the set time.

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Where are my apps?

Move your cursor to the lower left-hand corner of the screen and select **Search**, start typing the name of the app you would like to open.

How do I make an app appear on Start?

If you're in *All apps* and you want to make an app appear on *Start*, right-click an app and select **Pin to Start**.

How do I remove a tile from Start?

Right-click a tile to select it and select **Unpin from Start** to remove the tile from *Start*.

How do I make an app appear on my taskbar?

If you're in *All apps* and you want to make an app appear on the taskbar, right-click an app or tile and select **Pin to taskbar**.

How do I install apps?

You can download Windows Store apps from *Store*. You will need to have a Microsoft ID to purchase and download apps from *Store*.

I can't find apps like Notepad and Paint! Where are they?

Move your cursor to the lower left-hand corner of the screen and select **Search**. Type the name of the app you would like to open. Alternatively, open *All apps* and scroll to 'Windows Accessories' to see the list of legacy programs.

What is a Microsoft ID (account)?

A Microsoft account is an email address and password that you use to sign in to Windows. You can use any email address, but it is best if you choose the one you already use to communicate with friends and sign in to your favorite websites. When you sign in to your PC with a Microsoft account, you'll connect your PC to the people, files, and devices you care about.

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Do I need one?

You do not need a Microsoft ID to use Windows 10, but it makes life easier because you can sync data across different machines you sign in to using a Microsoft ID.

How do I get one?

If you've already installed Windows 10 and didn't sign in with a Microsoft account or you don't have a Microsoft account and want to get one, press the Windows key or select the *Windows Start button* > **Settings** > **Accounts** > **Sign in with a Microsoft account**, and follow the onscreen instructions.

How do I check for Windows updates?

Press the Windows key or select the *Windows Start button* > **Settings** > **Update & recovery** > **Windows Update**. Select **Advanced options** to configure the settings.

Where can I get more information?

For more information please visit the following pages:

- Windows 8, 8.1 and 10 tutorials: **www.acer.com/windows-tutorial**
- Support FAQs: **support.acer.com**

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Troubleshooting

This chapter shows you how to deal with common system problems. Read it before calling a technician if a problem occurs. Solutions to more serious problems require opening up the computer. Do not attempt to open the computer yourself; contact your dealer or authorized service center for assistance.

Troubleshooting tips

This computer incorporates an advanced design that delivers onscreen error message reports to help you solve problems.

If the system reports an error message or an error symptom occurs, see "Error messages" below. If the problem cannot be resolved, contact your dealer.

Error messages

If you receive an error message, note the message and take the corrective action. The following table lists the error messages in alphabetical order together with the recommended course of action.

Error messages	Corrective action
CMOS battery bad	Contact your dealer or an authorized service center.
CMOS checksum error	Contact your dealer or an authorized service center.
Disk boot failure	Insert a system (bootable) disk, then press <**Enter**> to reboot.
Equipment configuration error	Press <**F2**> (during POST) to enter the BIOS utility, then press **Exit** in the BIOS utility to reboot.
Hard disk 0 error	Contact your dealer or an authorized service center.
Hard disk 0 extended type error	Contact your dealer or an authorized service center.
I/O parity error	Contact your dealer or an authorized service center.

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Error messages	Corrective action
Keyboard error or no keyboard connected	Contact your dealer or an authorized service center.
Keyboard interface error	Contact your dealer or an authorized service center.
Memory size mismatch	Press <**F2**> (during POST) to enter the BIOS utility, then press **Exit** in the BIOS utility to reboot.

If you still encounter problems after going through the corrective measures, please contact your dealer or an authorized service center for assistance.

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INTERNET AND ONLINE SECURITY

First steps on the net

Protecting your computer

It is vital to protect your computer from viruses and attacks over the internet (**see Internet security software on page 45**).
A comprehensive internet security program is offered when you first start your computer. You should activate this protection as soon as possible, certainly before you connect to the internet.

Choose an Internet Service Provider

Using the internet has become a natural part of daily computing. Just a few simple steps can connect you to a vast collection of knowledge and communication tools. To accomplish these steps you should first select an *Internet Service Provider* (ISP), which supplies the connection between your computer and the internet. You should research the ISPs available in your region, not forgetting to talk to friends and family about their experiences or to check reviews and consumer reports. The ISP you select will provide instructions on how to connect to the internet (you may need additional software or a special 'box' that connects to your phone line).

Connection types

Depending on your computer model, your location and your communication needs, you have several ways to connect to the internet.

Dial-up

Some computers include a telephone dial-up ('modem') connector. This allows you to connect to the internet using your telephone line. With a dial-up connection, you cannot use the modem and the telephone simultaneously on a single phone line. This type of connection is recommended only if you have limited use of the

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internet as the connection speed is low and connection time is typically charged per hour.

DSL (e.g. ADSL)

DSL (Digital Subscriber Line) is an 'always-on' connection that runs over the phone line. As DSL and phone do not use the same frequencies, you can use your telephone at the same time you are connected to the internet (this requires a 'micro-filter' on each telephone socket to avoid interference). To be eligible for DSL, you must be located near an DSL-equipped phone exchange (service is sometimes unavailable in rural areas). Connection speeds vary depending on your location, but DSL generally provides very fast and reliable internet connection. As the connection is always-on, it is generally charged at fixed monthly rates.

Note

A DSL connection requires an appropriate modem. A modem is usually provided by the ISP when you register. Many of these modems include an 'router' that provides network and Wi-Fi access.

Cable

A cable connection provides fast and always-on internet service via a cable television line. This service is generally available in large cities. You can use your telephone and watch cable TV at the same time you are connected to the internet.

Cellular

A cellular connection allows you to use cellular networks (such as those used by a mobile phone) to connect to the internet while away from home. The socket for a SIM card may be built in to your computer, or may require an external device, such as a USB modem or even an appropriately equipped mobile phone.

Note

If your computer includes a SIM card slot, you require a compatible SIM card and a contract with a cellular provider.
Before using the cellular features, check with your service provider to see if any additional charges will be incurred, especially roaming charges.

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Network connections

A LAN (Local Area Network) is a group of computers (for example, within an office building or home) that share a common communications line and resources. When you set up a network, you can share files, peripheral devices (such as a printer) and an internet connection. You can set up a LAN using wired technologies (such as Ethernet) or wireless technologies (such as Wi-Fi or Bluetooth).

Wireless networks

A wireless LAN or WLAN is a wireless local area network, which may link two or more computers without using wires. Setting up a wireless network is easy and allows you to share files, peripheral devices and an internet connection.

What are benefits of a wireless network?

Mobility

Wireless LAN systems allow you and other users of your home network to share access to files and devices connected to the network, for example a printer or scanner.

Also you can share an internet connection with other computers in your home.

Installation speed and simplicity

Installing a wireless LAN system can be fast and easy and eliminates the need to pull cables through walls and ceilings.

Components of a wireless LAN

To set up your Wireless network at home you need to have the following:

Access point (router)

Access points (routers) are two-way transceivers that broadcast data into the surrounding environment. Access points act as a mediator between wired and wireless network. Most routers have a built-in DSL modem that will allow you access to a high speed DSL internet connection. The ISP (Internet Service Provider) you have chosen normally supplies a modem/router with the subscription to their

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services. Read carefully the documentation supplied with your Access point/router for detailed setup instructions.

Network cable (RJ45)

A network cable (also called RJ45 cable) is used to connect the host computer to the access point (see illustration below); this type of cable may also be used to connect peripheral devices to the access point.

Wireless adapter

Most computers feature a wireless module and Wi-Fi button that turns the network connection on or off. You may also turn your wireless network on or off, or control what is shared over the network with the network management options. *Search* 'HomeGroup' and then click on **HomeGroup**.

Warning

Using wireless devices while flying in aircraft may be prohibited. Switch off all devices before boarding an aircraft; they may be dangerous to the operation of the aircraft, disrupt communications, and even be illegal. After take off, ask the cabin crew if you may enable Wi-Fi.

Surf the Net!

To surf the internet, you need a program called an internet browser. *Microsoft Edge* provides an easy and secure web browsing experience. As soon as you have your internet access installed and you are connected, from the Start Menu, click the Microsoft Edge tile or the icon located in the taskbar and take your internet experience to a new level!

Acer website

To get you started why not visit our website, **www.acer.com**.

Acer is dedicated to provide you with on-going personalized support. Check out our *Support* section to get help tailored to your needs.

www.acer.com is your portal to a world of online activities and services: visit us regularly for the latest information and downloads!

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Internet security software

To help you stay ahead of cybercriminals, Acer has partnered with Norton to offer you security for all your devices.

Select Acer computers include protection by Norton Security

Norton Security is pre-installed on select Acer computers, protecting your identity and financial data from viruses, spyware, malware and other online threats. Learn more about how to stay safe online and how to stay protected after your introductory subscription ends.

Staying ahead of cybercriminals

Stay ahead of hackers and cybercriminals by understanding the tactics they use to access your private data.

Ensure your software is up to date

Cybercriminals rely heavily upon software or platform vulnerabilities, as they are the easiest way to sneak malware into a user's device unnoticed, sometimes with little action on the user's part. Immediately after a software manufacturer announces an update, hackers are ready with malware that can breach holes in the software that would have been patched if the update was installed.

How to stay safe: Perform any and all software updates as soon as they are available.

Keep a lookout for fake or phishing emails

Beware of emails that appear to be from a friend or business colleague that you know but seem a little odd. Maybe they didn't capitalize your name or there are misspellings. The email might be from cybercriminals who are trying to fool you into sending them your credit card number, social security number, or logging into a fake bank website that looks like yours but really isn't.

How to stay safe: Use a strong antispam filter. If an email looks strange, don't click on anything and delete it immediately. Instead manually launch a browser and type in your bank's website address and log-in yourself.

Don't be fooled if someone calls your phone

A tech support scam is a form of online fraud where people call you on the phone saying they're Technical Support from a trusted

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company like Norton or Microsoft and that you have a virus. The main motive behind these scams is to extort money from the victim. Cybercriminals can also install malware such as keylogging software or backdoor Trojans in order to gain access to personal information.

How to stay safe: Don't fall for phone calls that tell you your software or computer isn't working. Never give your personal information like social security or credit card numbers to someone that you don't know over the phone.

Common threats cybercriminals use

Now you know a few very common ways cybercriminals try to sneak onto your device or trick you into providing private information to them directly. Here are a few of the types of malware they like to deploy once they've got into a device and what to do if you're ever infected.

Ransomware

A form of malware that will encrypt personal data files on your computer and attached devices. Encryption converts files into another format, that can only be opened with a specific decryption key. Once the ransomware installs itself, it will display a warning message that the computer is now locked. The user is given a specific amount of money to pay as a "fine" and a timeframe in which to pay. Even if paid, the criminal might choose to not unencrypt the files anyway!

What to do if you're infected: Avoid getting infected in the first place by staying protected with internet security software like Norton Security. Also, perform regular backups of all your data either online or to a separate external hard drive that is *only attached* to your computer while performing the backup. Ransomware has been known to lock access to external hard drives attached to the computer.

If you are infected with ransomware, think twice before you pay the ransom. There is no guarantee the cybercriminal will unlock your files and you'll be funding them to prey upon another innocent victim.

Botnets

A botnet is a string of infected, connected computers coordinated together to perform a task. Botnets gain access to your machine through some piece of malicious coding. Once the software is downloaded, the botnet will now contact its master computer and let it know that everything is ready to go. Now your computer, phone,

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tablet, or IoT device is entirely under the control of the person who created the botnet. Most people who are infected with botnets aren't even aware that their computer's security has become compromised!

What to do if you're infected: If you're infected you probably don't realize it as bots are notoriously quiet. Your Internet Service Provider might send you a notification alerting you that they found a threat on your network and that you need to remove the bot. If you have a bot, use internet security software like Norton Security to scan all of your devices.

Viruses/Malware

"Virus" is the commonplace word for all malicious software programs for years now; however, a virus is just one type of malicious threat. A virus is classified as a self-replicating piece of malicious code that travels by inserting itself into files or programs.

What to do if you're infected: Take steps to avoid infection by staying protected with internet security software like Norton Security. If you subscribed to Norton Security and think you may have a virus, contact Norton's on-call technicians to help eliminate the virus.

Take special precautions when using public Wi-Fi

Public Wi-Fi is available just about everywhere, from the local coffee shop to the hotels and airports you visit while traveling. While public Wi-Fi has made our lives a little easier, it also poses security risks to the personal information available on our laptops and smartphones. A virtual private network (VPN) gives you online privacy and anonymity by creating a private network from a public internet connection. VPNs mask your internet protocol (IP) address so your online actions are virtually untraceable as well as secure. One of the biggest security risks on public Wi-Fi are man-in-the-middle attacks (MITM). These attacks are akin to eavesdropping. Data is sent from point A (computer) to point B (server/website), and an attacker can get in-between these transmissions. They then set up tools programmed to "listen in" on transmissions, intercept data that is specifically targeted as valuable, and capture the data, such as your login credentials and passwords.

Use a virtual private network (VPN) to ensure your privacy and anonymity are protected when you use public Wi-Fi. VPN services

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can encrypt all the data that you send and receive while using a public Wi-Fi hotspot, securing your information from hackers and other users of the same connection.

For more tips on how to stay safe

Good security habits can reduce your exposure to online crime. By adopting a few basic behaviors, you can make big strides in reducing cybercrime risk:

- Protect your accounts with strong, unique passwords that use a combination of at least 10 uppercase and lowercase letters, symbols and numbers.
- Don't click on random links or open unsolicited messages and attachments-particularly from people you don't know.
- Don't access any personal information or social media accounts over unprotected Wi-Fi networks.
- Use security software on your devices to help protect yourself from the latest threats.

Protect your computer with Windows security tools

Windows provides a variety of protection applications.

Windows Updates

If you have an active internet connection, Windows can check for important updates for your computer and install them automatically. These updates include security patches and program updates that can improve your computing experience and help protect your computer against new viruses and attacks.

How do I know when my computer is at risk?

If the *Action Center* reports an alert, or if your computer behaves erratically, crashes unexpectedly or if some of your programs do not work correctly, your computer may be infected by malicious software. However, do not blame every computer problem on a virus! If you suspect your computer is infected, the first thing to do is update, if you have not already done so, and run your antivirus and anti-spyware software.

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PLAYING BLU-RAY OR DVD MOVIES

If your computer is equipped with a Blu-Ray or DVD drive, you can play movies on your computer or on a high-definition TV via HDMI.

1. Insert the disc into the drive.
2. After a few seconds, the movie will start playing.
3. If the movie does not start playing, open your movie playback program and open the disc from the *File* menu.

Important

When you launch the DVD player for the first time, the program asks you to enter the region code. DVDs are available for 6 regions.

Region code	Country or region
1	USA, Canada
2	Europe, Middle East, South Africa, Japan
3	Southeast Asia, Taiwan, South Korea
4	Latin America, Australia, New Zealand
5	Former USSR, parts of Africa, India
6	People's Republic of China

Note

To change the region code, insert a DVD movie of a different region into the DVD drive.

Once your DVD drive is set to a region code, it will only play DVDs for that region. You can set the region code a maximum of five times (including the first time), after which the last region code set will remain permanent.

Recovering your hard disk does not reset the number of times the region code has been set.

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